

Travel Plans

New Business Opportunities for Suppliers
of Information and Communication Technology



ENERGY EFFICIENCY

BEST PRACTICE
PROGRAMME

ABOUT THIS GUIDE

This Guide aims to show what opportunities may be available to you as a supplier of information and communication technology (ICT), as a result of others promoting sustainable transport modes and working to reduce the need to travel through travel plans.

The Guide introduces the fast-growing area of travel plans, demonstrating the wide range of new business opportunities available. It shows how you can get closely involved and, if necessary, take the lead in introducing new initiatives.

This is one of a series of Guides published by the Government's Energy Efficiency Best Practice Programme for commercial organisations that are likely to get involved in selling their services or products through travel plans.

This Guide is likely to be of value to:

- Suppliers of computing and video conferencing equipment;
- Suppliers of travel information products and services including:
 - real-time public transport information equipment
 - electronic public transport information
 - journey planning and management equipment;
- Suppliers of software for managing travel plans including:
 - GIS systems
 - car-sharing databases.



Why sit here...



...when you can sit here

WHAT IS A TRAVEL PLAN?

A travel plan is a package of measures aimed at bringing transport and other business issues together in a co-ordinated strategy, with an emphasis on reducing reliance on single-occupancy car travel. Many organisations are introducing travel plans to encourage their staff, students or visitors to travel other than by private car, or not to travel at all, thus reducing congestion, pollution and the demand for parking space. Many travel plans are already being implemented, but the next few years will see an increase in the rate of introduction of new plans, bringing a wide range of opportunities for many businesses.

Travel plans are principally designed to increase choice and reduce reliance on the car. They are also implemented to assist in managing the transport needs of an organisation. Plans are being introduced predominantly for journeys to or from work, or for journeys made during the course of the working day. They involve the introduction of incentives for people to change their mode of travel, or to reduce the need to travel, such as through home working or video conferencing, sometimes coupled with restrictions on the use of private cars or increases in the cost of using cars – essentially a ‘carrot and stick’ approach.

There are other guides which provide detailed information on the benefits of travel plans and how to develop and implement a travel plan within an organisation. See Annex A for details.

THE ROLE OF IT AND TELECOMMUNICATIONS SUPPLIERS

Travel Substitution

Most areas of travel planning focus on encouraging people to change the way they travel. The more innovative travel plans also recognise that, for many of the tasks in the modern workplace, travel can be replaced by working over electronic networks. Increasingly, organisations and individuals are reaping the benefits of remote working, and many business trips can be replaced by the use of advanced telecommunications.



Travel substitution may involve any of the following:

- Remote working by employees, often known as ‘teleworking’. This may be from other company sites, on the road (e.g. from variable locations between visits to clients or sites), at a local work centre or from home.
- Collaborative working with partners, contractors and suppliers over electronic networks.
- Electronic service delivery (ESD) and electronic commerce (e-commerce) to deliver services and products to customers electronically.

All these activities have the potential to reduce the amount of travel undertaken by people in the course of their work, bringing cost savings to both organisations and individuals, raising staff productivity and morale, and with likely environmental spin-off benefits.

Suppliers of information and communication technology (ICT) can play a key role in travel plans, by enabling people to use different modes of communication and therefore to travel less, reducing the number and/or distance of journeys to work and in the course of work.

OPPORTUNITIES

Video-conferencing

Video-conferencing can prove a valuable tool for enhancing remote working. Some organisations, however, are often cautious or even sceptical about trying video-conferencing, mainly on the grounds of:

- cost and reliability;
- doubts about its added value over the telephone;
- doubts about its ability to provide an effective substitute for face-to-face meetings.

These are points which suppliers need to address. Many organisations remain unaware of the range of uses of video-conferencing and the distinction between the different types of products.

High-tech companies like Symantec make extensive use of video-conferencing to manage a diffuse workforce. Outside the IT and telecommunications sectors uptake is quite limited and, where systems are used, it is often for special events rather than daily transactions and collaboration. To develop the market for video-conferencing, considerable effort is needed to raise awareness of its applications and benefits. **In particular with travel plans, there is considerable scope for highlighting the potential travel cost and time savings to prospective customers.**

VIDEOCONFERENCING AT ROYAL BANK OF SCOTLAND

Royal Bank of Scotland estimates that it saves more than £70,000/month by eliminating corporate travel through the use of video and audio-conferencing

Bandwidth

A major issue which needs to be addressed, and about which customers need to be reassured, is bandwidth, both in terms of lack of availability and cost. Suppliers of ICT applications see bandwidth problems as a major obstacle to the effective use of their products. Problems include bandwidth-hungry applications like video-conferencing, and extensive use of the Internet or remote access by

VIDEO-CONFERENCING AT BT

In 1995/96, BT staff avoided travelling some 6.6 million kilometres by opting to use video-conferencing facilities.

In the two weeks following European Teleworking Week (3 - 7 November, 1997), the internal use of BT's audio and video-conferencing facilities shot up by almost 50%, and savings in unproductive travel time, energy use, time and travel costs were also reported.



organisations with a large number of employees. Providers of voice and data networks need to work closely with customers and other partners to ensure that remote working solutions are not excessively costly. Particular opportunities may exist for working with public sector agencies that are seeking to bring many new users on-line. These agencies often have an imperative to develop environmentally-friendly alternatives to travel, and are themselves major employers with extensive public communication requirements. In addition, they will be key players in the formation of local travel-to-work partnerships.

OPPORTUNITIES

Transport telematics and technology support for travel plans

A growth area linked to travel plans is transport telematics, that is using ICT to support efficient travel.

Travel plans and integrated transport systems need accurate information to be available via electronic media, in the form of:

- real-time travel information on electronic displays at bus stops or interactive kiosks in high footfall areas, such as supermarkets, or over the Internet;
- up-to-date timetables available on CD-ROMs or over the Internet or an organisation's intranet;
- databases of travel-relevant information, made available to operators of telephone travel helplines.

These information systems may be developed by individual companies operating a travel plan, by travel service providers or by partnerships that involve both of these plus local authorities and other public agencies. In any case, there are opportunities for ICT suppliers to provide relevant products and services in this field.

Other travel plan areas where input from technology suppliers is appropriate include:

- Technology support for implementing car-sharing, e.g. through postcode-plotting of participants' homes using GIS (geographical information systems), setting-up databases, implementing intranet/extranet sites for car-sharing clubs, etc.
- Journey planning and management, using information from specialised databases and/or GPS (global positioning systems). This kind of application is particularly relevant for organisations with distribution fleets or a mobile sales/support staff that are seeking to meet mileage-reduction targets.
- Technology support for analysing travel behaviour and modelling the impacts of new transport proposals. This kind of application is likely to be particularly relevant to partnerships including local authorities, or to transport operators considering new services.



HIGHLIGHTING THE BENEFITS

Suppliers of the new ICTs already identify their products and services with the business benefits they bring. With the potential of the technologies to effect 'travel substitution' and efficient journey planning, as well as encouraging the use of alternative modes, ICT products and services can be actively identified with the environmental benefits that are of increasing interest to customers.

As more organisations are looking to develop travel plans, your business could gain financially if you were able to provide them with products or services that assist with any aspect of implementing their plans.

IBM

IBM's Smart project found that engineering and sales staff spent only around 40% of their working time at their desks. A scheme mixing home-based working and shared office touch-down points resulted in a 13% reduction in travel time, a 36% increase in time spent with customers and a total space saving of 30%.

Many progressive firms are beginning to reorganise the way they work and the way they communicate with their customers by using the new ICTs. Some organisations, however, are reluctant or unwilling to change established methods of working. In these circumstances, the disbenefits of not working with the new technologies need highlighting.

Organisations with a low uptake of ICTs typically incur higher costs than necessary and work less effectively than they could, due to the following factors:

- property is under-utilised, with people leaving empty desks as they travel from the workplace for face-to-face meetings;
- time and money is wasted in travel;
- opportunities for less expensive and more effective means of interacting with customers are not exploited while paper and face-to-face meetings are the primary methods of contact;
- opportunities to interface with new markets are missed;
- less flexibility in working patterns.

RM CONSULTING

RM Consulting, internal consultancy for the Post Office, began a 'location-independent working' pilot project in 1995. Within two years, the 145 employees involved had reduced their mileage by around 500,000 kilometres, with 10% of them travelling 50% less than they had at the start of the project.

Where these factors and current marketing efforts prove insufficient to persuade organisations to buy in to the 'digital revolution', **the increasing Government focus on transport issues provides a new context in which the value of ICT to organisations can be marketed.** Essentially, it involves you adding a 'sustainability focus' to the promotion of products and services.

The Government is committed to introducing traffic-reduction measures and to achieving a shift in travel behaviour towards more environmentally-friendly forms of travel. The approach to achieving this was outlined in the 1998 White Paper *A New Deal for Transport - Better for Everyone*. More detail has been added on particular measures in subsequent policy consultation papers and in the Transport Bill presented to the House of Commons on 1st December 1999.

Organisations are likely to face a mixture of fiscal incentives and regulatory initiatives (such as workplace parking charges, changes to company car rules, etc) aimed at concentrating their efforts on becoming more efficient in the way they undertake work-related travel. In addition, some organisations may have to meet targets for travel reduction. These targets may be self-imposed (especially in the public sector), or may be felt indirectly due to measures introduced by local authorities to reduce traffic and pollution in specific areas.

Promoting more efficient travel and travel substitution through electronic communication is a valuable and innovative way of helping organisations to develop a positive and business-friendly response to the new transport agenda.

HIGHLIGHTING THE BENEFITS

Large numbers of organisations in the UK already use 'location-independent' working. A research report by Mitel in 1998 revealed that teleworking was fairly widely adopted in UK companies, with some 59% of the top 1,000 companies and 36% of SMEs using teleworking to some degree. However, the majority of this was *ad hoc* teleworking, applying to relatively few people in the companies concerned. The report also highlighted that very few companies had a formal policy on teleworking.

Many companies need guidance and support to develop policies and strategies for implementing remote working solutions, and to 'get to grips' with the technology issues involved.

*Consultation with companies in the preparation of this Guide indicated that green transport issues are not on the agenda for many organisations, but, given the current thrust of public opinion and Government policy, this will need to change. **As a supplier of ICT products and services you can do much to raise the level of awareness and increase debate about the role that technology has to play in environmental matters, emphasising that a technology-led approach can bring business as well as environmental benefits.***

ADAS

ADAS Consulting Ltd is a major consultancy business focused on the land and food sectors, having evolved from the National Agricultural Advisory Service. Since adopting ICT-based working practices five years ago, it has reduced its number of office sites from 90 to 26, and more than 500 of the staff now work from home. Travel savings for each of these employees is around 2,000 miles/year.

While most organisations use teleworking for reasons of efficiency or property rationalisation, some do so with the overt aim of reducing commuting or business travel. The short case studies in this section of the Guide give an indication of the level of travel reduction available to organisations through the introduction of remote working.

YORKSHIRE WATER

A mobile-working pilot project for engineers at Yorkshire Water resulted in annual mileage savings of up to 20%, mainly by eliminating daily visits to the team office.



HOW TO GET INVOLVED IN TRAVEL PLANNING

HOW TO GET INVOLVED IN TRAVEL PLANNING

As a supplier of ICT you are well-positioned to assist organisations and local partnerships in the development of travel plans. To do this, however, it is important for you to understand the wider aims and objectives of travel plans, and the typical processes through which they are developed. Annex A lists some useful background reading and general contacts for information on the broader aspects of travel plans.

There is an acute need for awareness-raising in relation to travel substitution and ICT, and for practical support in the procurement of technology and the implementation of remote working strategies. Getting involved in partnership initiatives is clearly one way in which you can address the market and also promote environmentally-friendly practices. Opportunities for you to get more closely involved, or even take the lead in helping organisations to develop travel plans, can be discussed with the designated officer for your Local Authority. These officers are sometimes known as TravelWise or Green Transport Officers, and a list of contacts is given in Annex B.

In addition, many local authorities have set up travel plan panels or commuter planner clubs with local employers, to help develop partnerships for the implementation of travel plan measures. The organisations involved in these groups have demonstrated a readiness to be involved in travel substitution initiatives and many are likely to be considering remote working initiatives. These groups therefore represent an excellent opportunity to sell your products and services to the largest employers in the area. For example, many of the organisations may need advice and guidance in:

- the technical issues relating to implementing alternative transport initiatives, such as car sharing or public transport development;
- the technological issues of remote working, as well as those relating to changing work processes.

Audits both of working practices and of technology are generally required, for which the necessary skills are unlikely to be found in-house. Once the benefits of travel plans and ICT have been identified through these audits, you will need to find the appropriate

level in the organisation and internal champions for the project, if it is to succeed. Changing the way employees travel to work, for example, need not impact greatly on the way an organisation works. However, travel substitution, i.e. introducing both new technologies and new working practices, requires commitment at a senior level, where budget decisions are made. Pilot initiatives can sometimes be implemented at a departmental level, to demonstrate what can be achieved and to minimise possible disruption.

In addition to working in partnership initiatives, there is a need to reach those organisations who have not thought of travel plans, but who may be open to considering improvements to work processes and organisational development using ICT. Examining new flexible ways of working may lead these organisations to consider other aspects of business and employee travel, and therefore be the route by which they become involved in the wider issues of travel plans.

The point at which you become involved in assisting travel plan development will vary according to circumstances. There are three basic reasons why organisations seek advice and support for travel plan initiatives:

- as a response to internal pressures, e.g. on office or car parking space;
- as a response to external pressures, e.g. where a planning authority requires a company employee travel plan as part of a planning permission application;
- to move forward from an initial interest in or commitment to the principles of travel plans (possibly in the context of local partnerships).

In each of these cases, it is important that you are linked into local networks, so that organisations know how to contact you and what you can offer. Through your network contacts, you should become aware of needs as they arise, helping you to develop appropriate responses and solutions quickly and, therefore, helping client organisations to move forward swiftly.

ANNEX A SOURCES OF INFORMATION

TRAVEL PLAN GUIDES

There are many guides available on how to implement a travel plan. The Government has recently published two guides, which are free and give an excellent overview of the subject:

- Preparing your organisation for transport in the future: The benefits of Green Transport Plans.
- A Travel Plan Resource Pack for Employers: an Essential Guide to developing, implementing and monitoring a travel management strategy for your organisation.

Both of these guides are available free through the Environment and Energy Helpline on 0800 585794

GENERAL ADVICE ON TRAVEL PLANS

Several organisations offer general advice on setting up and running travel plans. The ones listed here may be able to help you directly, or may refer you to other local or more detailed sources, depending on the nature of your enquiry.

Association for Commuter Transport (ACT)
1 Vernon Mews, Vernon Street
London W14 0RL
Tel: 020 7348 1977 Fax: 020 7348 1988
Email: mail@act-uk.com
<http://www.act-uk.com>

The ACT is an association for employers and a source of advice and information on travel plans. Meetings are held regularly, to which all members are welcome. For advice or information about joining the ACT, contact Andy Costain or Katherine Mitchell.

Environment and Energy Helpline
Tel: 0800 585794
E-mail: etbpenhvhel@aeat.co.uk
Website: <http://www.energy-efficiency.gov.uk>

The Environment and Energy Helpline can provide free, independent information and advice on travel plans.

Department of the Environment, Transport and the Regions (DETR)
Zone 1/22, Great Minster House
76 Marsham Street
London SW1 4DR
Contact: Helen Evans
Tel: 020 7944 4904 Fax: 020 7944 2167
Email: Helen_Evans@detr.gsi.gov.uk

The DETR is the Government Department responsible for transport and environmental policy. DETR can provide information on Government policy in the area of travel plans.

The DETR website contains information on travel plans. It can be viewed at <http://www.local-transport.detr.gov.uk/travelplans/index.htm>

The Government's White Paper on the Future of Transport, 'A New Deal for Transport', is available from:

The Stationery Office Publications Centre
PO Box 276
London SW8 5DT
Telephone orders: 0870 600 5522

ADVICE ON TELEWORKING

The Telework, Telecottage and Telecentre Association (TCA)
Tel: 0800 616008
Website: <http://www.tca.org.uk>

Information Society Initiative (ISI)
Tel: 0345 15 2000 (ISI Business Infoline)
E-mail: info@isi.gov.uk
Website: <http://www.isi.gov.uk>

ISI produces a best practice guide aimed at companies, individual employers and employees, all of whom could benefit from working somewhere other than in a conventional office-based environment. ISI aims to increase opportunities for remote working and to raise issues that should be considered before changing the personal/company way of work. The ISI guide entitled 'Working anywhere, exploring telework for individuals and organisations', published October 1998, is available free from the ISI.

The Home Office Partnership
Web-site: <http://www.flexibility.co.uk>

The Home Office Partnership website provides case studies of companies that have introduced teleworking. The Partnership has also produced a guide entitled 'Telecommuting 2000. The future of transport in the Information Age', available through the website.

ANNEX B LOCAL AUTHORITY CONTACTS

The list below provides contacts within local authorities who are responsible for TravelWise, travel plans/initiatives or Business TravelWise. This list was current at the time of preparation of the Guide, and will be updated from time to time reflecting the rapidly growing numbers of local authority staff being given a travel plan brief to manage.

NORTHERN ENGLAND

Greater Manchester Passenger Transport Authority

Fiona Hamilton 0161 234 3338

Blackpool Borough Council

Ian Thompson 01253 476181

Bolton M.B.C

Paul Feehily 01204 333333 ext. 6113

Bradford Metropolitan District Council

Martin Revill 01274 757420

Bury M.B.C

Tony Williams 0161 253 5273

t.williams@bury.gov.uk

Calderdale Council

David Holdstock 01422 392160

Cheshire County Council

Jamie Matthews 01244 603996

Cumbria County Council

Ken Blenchairn 01228 606739

Durham County Council

Hugh Stevenson 0191 383 3926

Kingston Upon Hull City Council

Graham Hall 01482 612024

Knowsley M.B.C

Michael Cairns 0151 443 2366

Lancashire County Council

Howerd Booth/Kathy Stacey 01772 263649

Leeds City Council

Jonathan Brown 0113 247 8914

Lincolnshire County Council

Andrew Thomas 01522 553153

Liverpool City Council

Steve Lindfield 0151 233 4304

Manchester City Council

Nigel Gilmore 0161 234 4063

Merseytravel

Sarah Dewar 0151 330 1296

North East Lincolnshire Council

Stephen Kempke 01472 324262

North Lincolnshire Council

Mike May 01724 297470

Northumberland County Council

Gordon Harrison 01670 533975

Oldham M.B.C

Joanne Betts 0161 911 4346

Peak District National Park

Martin Smith 01629 816200

Rochdale M.B.C

Nick Clarke 01706 864371

Rotherham M.B.C

Joanne Vine 01709 822186

Salford M.B.C

Darren Findley 0161 793 3849

Stockport M.B.C

Paul Dandy 0161 474 4394

St Helens M.B.C

John Harrison 01744 456188

Sunderland City Council

Amelia Forrester 0191 553 1524

Tameside M.B.C

Carol Willgoose 0161 342 3920

Trafford M.B.C

Josie Wride 0161 912 4397

Wakefield City Council

James Stephenson 01924 206060

Warrington Borough Council

Mike Batheram 01925 442684

Wigan M.B.C

Barry King 01942 404234

Wirral M.B.C

Steve Whitehouse 0151 666 4005

York City Council

Daniel Johnson 01904 613161

Daniel.johnson@york.gov.uk

CENTRAL ENGLAND

Birmingham City Council

Mike Cooper 0121 303 7249

Mike_Cooper@birmingham.gov.uk

Cambridge City Council

Graham Hughes/David Parkin 01223 457177

Cambridgeshire County Council

Wyn Hughes 01223 717500

Centro

William Staniforth 0121 214 7079

Coventry City Council

Jan Cook 024 7683 2041

Derby City Council

Christine Durrant 01332 715037

Christine.durrant@derby.gov.uk

ANNEX B LOCAL AUTHORITY CONTACTS

Derbyshire County Council

Steve Cannon 01629 580000 ext. 7148

Dudley M.B.C

Don McDougal 01384 815433

Gloucestershire County Council

Paul Hardyman 01452 425557

Ipswich Borough Council

John Jacobs 01473 262061

Leicester City Council

Howard Thomas 0116 252 6563

Leicestershire County Council

Dave Abbot 0116 265 7263 ext 7178

Norfolk County Council

David Cumming/Paul Holloway 01603 222733

Nottingham City Council

Jennie Maybury/Jeremey Prince 0115 915 5218

Nottinghamshire County Council

Steve Colvert 0115 977 4365

Oxford City Council

Peter Man 01865 252167

Oxfordshire County Council

Rachel Gover 01865 815496

Rutland County Council

Ashley Holland 01572 758290

Sandwell M.B.C

Alan Tilly 0121 569 4261

Shropshire County Council

Martin Withington 01743 253131

Solihull M.B.C

Kay Shilton 0121 704 6000

South Gloucestershire

Lesley Organ 01454 863607

Staffordshire County Council

Nick Lloyd/Sonia Atkins 01785 276610

Stoke-on-Trent City Council

Austin Knott/John Nichol 01782 232635

Telford and Wrekin District Council

Colin Knight 01952 202100

Walsall M.B.C

Marie Newton 01922 652561

Warwickshire County Council

Sally Silk 01926 413428

travelwise@dial.pipex.com

Wolverhampton M.B.C

Nick Kitchen /Lydia Barnstaple 01902 556556
ext 5684

Worcestershire County Council

Maggie Clark 01905 766809

SOUTH WEST ENGLAND

Aldershot, Rushmoor Borough Council

Peter See 01252 398241

Bristol City Council

Alistair Coxs 0117 903 6713

Cornwall County Council

Joan Mallard 01209 820611

Devonshire County Council

Leslie Smith/Simon Timms 01392 383246

Dorset County Council

Jennifer Pritchard 01305 225085

Exeter City Council

Nathan Davies/Ruth Sanders 01392 265178

Plymouth City Council

Nigel Twinn 01752 772630

Poole Borough Council

Kathy Saunders 01202 262051

Portsmouth City Council

Marie Barbour/Paul Denyer 023 9283 4876

Somerset County Council

Mark Thompson 01823 565455 ext 8114

Southampton

Valerie Smith 023 8083 3240

Swindon Borough Council

Lorna Bell 01793 466449

Wiltshire County Council

Andrew Stuck 01225 713388

SOUTH EAST ENGLAND

Bedfordshire County Council

Sue Birkett 01234 228208

Bexley London Borough Council

Frank Baxter 020 8303 7777 ext. 3663

Bournemouth Borough Council

John Satchwell 01202 454654

Bracknell Forest Borough Council

Kevin Tidy 01344 351170

Brighton and Hove Council

Andy Renaut 01273 292477

Bromley London Borough Council

Lee Parker 020 8313 4996

Buckinghamshire County Council

Stefan Dimic 01296 382834

Croydon, London Borough of

Sohail Zafar 020 8686 4433

Ealing Borough Council, London

Ashis Choudhury 020 8579 2424

ANNEX B LOCAL AUTHORITY CONTACTS

East Sussex County Council		Peterborough City Council	
Eric Portchmouth/Simon Crew	01273 482309	Richard Waters/James Sylvester	01733 453540
Essex County Council		Richard.waters@peterborough.gov.uk	
Nina Miller	01245 437120	Richmond-on-Thames London Borough Council	
Hampshire County Council		Elaine Wyatt	020 8891 7323
Heidi Hutton	01962 847732	Slough Borough Council	
Hertfordshire County Council		Gary Sullivan/Barry Jiggins	01753 875645
Lilian Goldberg	01992 556119	Southend-on-Sea Borough Council	
Kent County Council		Paul Mathieso	01702 215321
Mick Sutch/David Joiner	01622 221612	Suffolk County Council	
Lewisham, London Borough of		Mike Motteram	01473 583199
Paul Stewart	020 8314 7819	mike.motteram@suffolkcc.gov.uk	
Luton Borough Council		Surrey County Council	
Alan Hill	01582 546308	Matt Beale-Collins	020 8541 9322
Milton Keynes Council		travelwise@surreycc.gov.uk	
Phil Caves	01908 252260	Thurrock Council	
Northamptonshire County Council		Denise Langan	01375 652216
Colin Wilkinson	01604 236710	West Sussex County Council	
		Ian Patrick	01243 777161

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The Government's Energy Efficiency Best Practice Programme provides impartial, authoritative information on energy efficiency techniques and technologies in industry, transport and buildings. The information is disseminated through publications, videos and software, together with seminars, workshops and other events. Publications within the Best Practice Programme are shown opposite.

For further information visit our web site at www.energy-efficiency.gov.uk or

for buildings-related topics please contact:

BRECSU

Building Research Establishment
Garston, Watford, WD2 7JR
Tel 01923 664258
Fax 01923 664787
E-mail brecsuenq@bre.co.uk

for industrial and transport topics please contact:

ETSU

Harwell, Didcot, Oxfordshire,
OX11 0QJ
Fax 01235 433066
Helpline Tel 0800 585794
Helpline E-mail etbppenvhelp@aeat.co.uk

Energy Consumption Guides: compare energy use in specific processes, operations, plant and building types.

Good Practice: promotes proven energy efficient techniques through Guides and Case Studies.

New Practice: monitors first commercial applications of new energy efficiency measures.

Future Practice: reports on joint R & D ventures into new energy efficiency measures.

General Information: describes concepts and approaches yet to be fully established as good practice.

Fuel Efficiency Booklets: give detailed information on specific technologies and techniques.

Energy Efficiency in Buildings: helps new energy managers understand the use and costs of heating, lighting etc.

